



**Classification:** Chief Technician (Infrastructure Support Unit)

**Title Code:** V07451

**Pay Range:** E06

**POSITION SUMMARY:** This is a highly responsible supervisory position assigned to General Headquarters and domiciled at any of the troop headquarters. An individual in this position may supervise ISU communications technicians and is responsible for ensuring the proper installation, repair, functionality and maintenance of the Patrol or MOSWIN (Missouri Statewide Interoperability Network) base stations, master sites, dispatch consoles and mobile radio equipment located in the assigned district. The individual works alongside the troop Operations Chief with regard to technical problems and planning and implementation of command post communications systems. Work is performed with minimum supervision is expected to exercise a considerable degree of judgement and discretion in performance of duties.

**DESCRIPTION OF DUTIES PERFORMED:** (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Supervises assigned communications technician personnel and provides guidance to employees concerning work performed.

Performs mobile equipment repair and maintenance (e.g., two-way radio equipment, scanners, hand-held radios, emergency signaling equipment and video recording equipment).

Performs base station equipment installation, routine maintenance and emergency repairs.

Diagnoses and performs master site and radio frequency (RF) site routine maintenance, site optimization and emergency repairs (e.g. HVAC and security systems).

Diagnoses and performs weigh station equipment and sound system repair and maintenance.

Performs maintenance and testing of uninterruptible power supplies.

Performs maintenance and repair of emergency power systems for troop headquarters.

Prepares reports (e.g., repairs, scheduled maintenance, emergency repair, parts acquisition, equipment allocation, suggestions for improvements to patrol radio equipment and systems, etc.).

Diagnoses and performs maintenance and repairs to radio console and telephone systems, instruments and equipment at troop headquarters, weigh stations, zone offices and driver examination stations.

Diagnoses and performs repair of logging recorders located at troop headquarters used for recording radio traffic and designated telephone lines.

Oversees project management and mentoring field communications technician in complex technical functions and best practices.

Oversees and coordinates the design and completion of technical projects.

Performs job-related travel throughout the state to assist in the repair and maintenance of radio equipment.

Performs other related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Thorough knowledge of electronics theory related to radio technology.

Thorough knowledge of the telecommunications systems utilized by the Patrol and Department of Public Safety.

Thorough knowledge of the policies and procedures of the ISU, Operations and Training Unit (OTU) and the User Support Unit (USU) of the Communications Division and how they cooperatively support the general responsibilities of the division.

Thorough knowledge of computer networking and internet protocol (IP) schemes, routers and switches.

Thorough skill and knowledge necessary to work with high voltage electrical system.

Thorough skill and knowledge of environmental monitoring systems, scada systems and various other low voltage systems.

Thorough skill and knowledge in the use of hand tools, multimeter, service monitor, test sets, soldering equipment, electric drill, power meters, and oscilloscopes.

Thorough skill and knowledge of basic computer networking principles, ethernet wiring, cellular /wi-fi networks, etc.

Working knowledge of the strategic planning process.

Possess successful time management techniques and organizational skills.

Ability to respond quickly and effectively in critical situations.

Ability to train and assist others in complex technical functions.

Ability to comprehend complex electronic equipment maintenance manuals and schematics.

Ability to design, install, maintain and repair security systems and access control systems at various facilities (e.g. video surveillance systems).

Ability to identify, diagnose and repair electronic equipment, as well as manage multiple systems on a statewide platform.

Ability to understand various software programs, basic scripts and graphical user interfaces.

Ability to perform job-related travel, as requested.

Ability to lift radio equipment and tools necessary for repair.

Ability to gather, assemble, correlate and analyze facts to be incorporated into reports.

Ability to work closely with others in a cooperative team effort and display leadership abilities, as necessary.

Ability to make decisions in accordance with laws, policies, procedures, regulations and apply these to work problems.

Ability to respond at any time and work long hours without taking a break, possibly in inclement and hazardous weather conditions.

Ability to work with highly sensitive information and in confidential and sensitive areas (e.g. troop evidence rooms, crime laboratories, explosive materials areas, etc.) in a confidential and professional manner.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

**MINIMUM EXPERIENCE AND EDUCATION REQUIRED:** (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Successful completion of seven years as a Communications Technician, and successfully complete skill assessment evaluations for a Assistant Chief Technician in the ISU. Must have performed satisfactorily in-grade as a Assistant Chief Technician for one year.

Must meet the qualifications outlined in Section 43.060 RSMo.

Pursuant to General Order 32-04, reassignment applicants must meet all of the prerequisite qualifications of that position and rank, as described in the job description, and complete all in-house training within the six month probationary period.

**NECESSARY SPECIAL REQUIREMENTS:** Must be a resident of Missouri throughout employment.

Must possess or obtain and maintain a valid driver's license.

Must successfully complete a job related examination specified by the Director of the Communications Division.

Must be of good character and never been convicted of a felony or any crime involving moral turpitude.

Per General Order 26-07, uniformed civilian employees will not have tattoos or brands on the head, neck, wrists, or hands. Tattoos and/or brands on any other part of a member or uniformed civilian's body, which would be visible during movements in the performance of their duties while wearing any official uniform or civilian attire, will be completely covered and not visible while on duty.

**FLSA STATUS:** Non-Exempt

**WORK SCHEDULE:** An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.